

2015 ANNUAL COMPLAINT / DEMAND LETTER DATA CAPTURED

JANUARY TOTAL: 293

| | | |
|----------|-----|--------------|
| FEDERAL: | 138 | 47% OF TOTAL |
| STATE: | 140 | 48% OF TOTAL |
| DEMAND: | 15 | 5% OF TOTAL |

FEBRUARY TOTAL: 163

| | | |
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| FEDERAL: | 67 | 41% OF TOTAL |
| STATE: | 79 | 48% OF TOTAL |
| DEMAND: | 17 | 11% OF TOTAL |

MARCH TOTAL: 310

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| FEDERAL: | 128 | 41% OF TOTAL |
| STATE: | 124 | 40% OF TOTAL |
| DEMAND: | 58 | 19% OF TOTAL |

APRIL TOTAL: 234

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|----------|----|--------------|
| FEDERAL: | 76 | 32% OF TOTAL |
| STATE: | 65 | 28% OF TOTAL |
| DEMAND: | 93 | 40% OF TOTAL |

MAY TOTAL: 270

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| FEDERAL: | 61 | 23% OF TOTAL |
| STATE: | 154 | 57% OF TOTAL |
| DEMAND: | 55 | 20% OF TOTAL |

JUNE TOTAL: 195

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|----------|----|--------------|
| FEDERAL: | 76 | 41% OF TOTAL |
| STATE: | 82 | 39% OF TOTAL |
| DEMAND: | 7 | 20% OF TOTAL |

JULY TOTAL: 197

| | | |
|----------|----|--------------|
| FEDERAL: | 81 | 41% OF TOTAL |
| STATE: | 92 | 47% OF TOTAL |
| DEMAND: | 24 | 12% OF TOTAL |

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AUGUST TOTAL: 209

| | | |
|----------|----|--------------|
| FEDERAL: | 65 | 31% OF TOTAL |
| STATE: | 70 | 33% OF TOTAL |
| DEMAND: | 74 | 36% OF TOTAL |

SEPTEMBER TOTAL: 193

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|----------|-----|--------------|
| FEDERAL: | 71 | 37% OF TOTAL |
| STATE: | 101 | 52% OF TOTAL |
| DEMAND: | 21 | 11% OF TOTAL |

OCTOBER TOTAL: 325

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| FEDERAL: | 122 | 38% OF TOTAL |
| STATE: | 144 | 44% OF TOTAL |
| DEMAND: | 59 | 18% OF TOTAL |

NOVEMBER TOTAL: 237

| | | |
|----------|-----|--------------|
| FEDERAL: | 108 | 46% OF TOTAL |
| STATE: | 117 | 49% OF TOTAL |
| DEMAND: | 12 | 5% OF TOTAL |

DECEMBER TOTAL: (DECEMBER CURRENTLY UNDER ANALYSIS)

FEDERAL:
STATE:
DEMAND:

JAN-NOV 2015 CUMULATIVE TOTALS BELOW

| | | |
|----------|------|--------------|
| OVERALL: | 2626 | |
| FEDERAL: | 993 | 38% OF TOTAL |
| STATE: | 1168 | 44% OF TOTAL |
| DEMAND: | 435 | 18% OF TOTAL |

PRIOR YEAR OVERALL TOTALS:

| | |
|------------|------|
| 2014 Year: | 3178 |
| 2013 Year: | 3047 |

JAN-NOV MONTHLY AVERAGE

| | | |
|----------|-----|--------------|
| OVERALL: | 239 | |
| FEDERAL: | 90 | 38% OF TOTAL |
| STATE: | 106 | 44% OF TOTAL |
| DEMAND: | 40 | 18% OF TOTAL |